

Virginia Department of Health Professions

Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q3 2012 - Q3 2016

David E. Brown, D.C.
Director

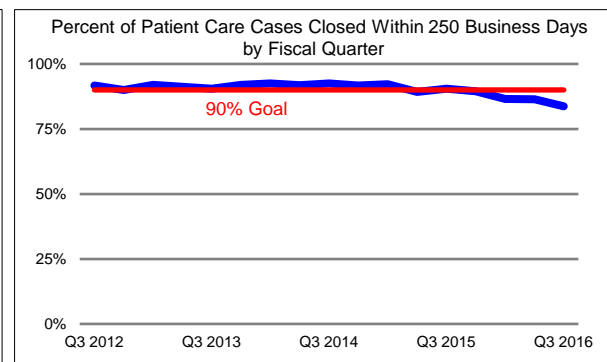
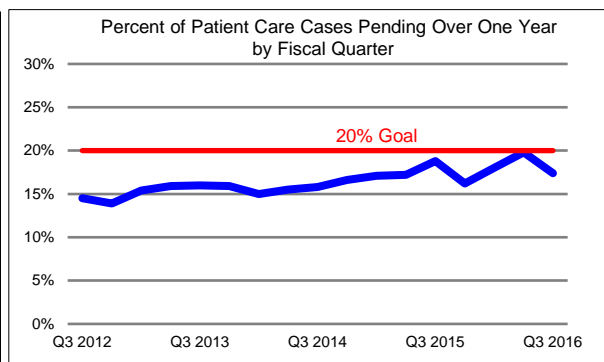
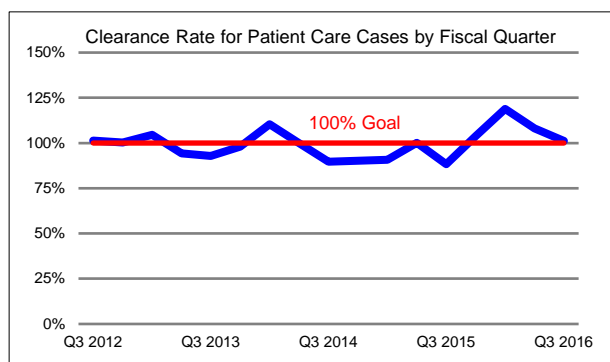
"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."
DHP Mission Statement

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2016. The current quarter's clearance rate is 101%, with 1,003 patient care cases received and 1,014 closed.

Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20% through the end of FY 2016. The current quarter shows 17% patient care cases pending over 250 business days with 2,382 patient care cases pending and 415 pending over 250 business days.

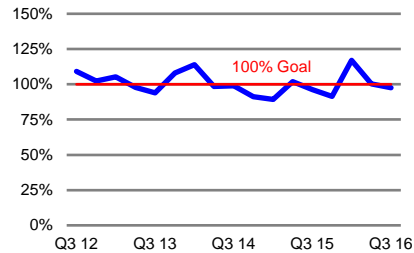
Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days through the end of FY 2016. The current quarter shows 84% percent of patient care cases being resolved within 250 business days with 992 cases closed and 830 closed within 250 business days.



Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

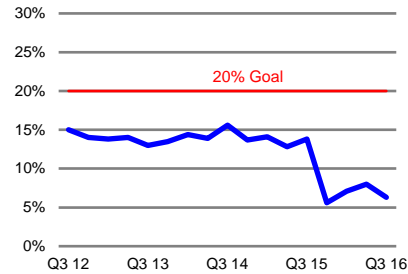
Clearance Rate

Nursing - In Q3 2016, the clearance rate was 98%, the Pending Caseload older than 250 business days was 6% and the percent closed within 250 business days was 85%.
Q3 2016 Caseloads:
 Received=497, Closed=485
 Pending over 250 days=68
 Closed within 250 days=412

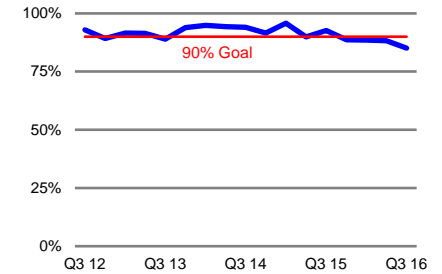


Age of Pending Caseload

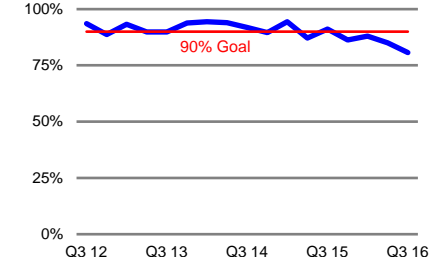
(percent of cases pending over one year)



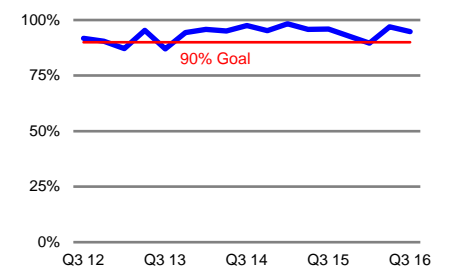
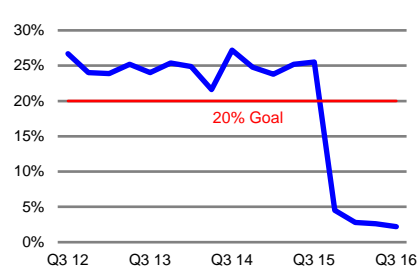
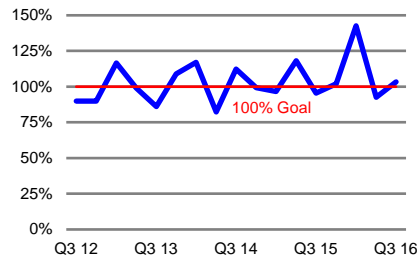
Percent Closed in 250 Business Days



Nurses - In Q3 2016, the clearance rate was 95%, the Pending Caseload older than 250 business days was 8% and the percent closed within 250 business days was 81%.
Q3 2016 Caseloads:
 Received=348, Closed=331
 Pending over 250 days=62
 Closed within 250 days=267



CNA - In Q3 2016, the clearance rate was 103%, the Pending Caseload older than 250 business days was 2% and the percent closed within 250 business days was 95%.
Q3 2016 Caseloads:
 Received=149, Closed=154
 Pending over 250 days=6
 Closed within 250 days=145



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate

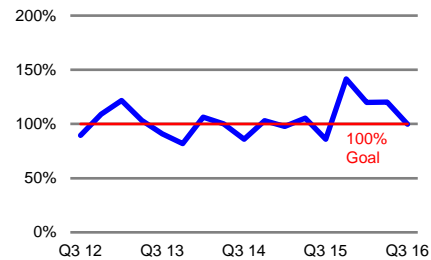
Medicine - In Q3 2016, the clearance rate was 100%, the Pending Caseload older than 250 business days was 20% and the percent closed within 250 business days was 94%.

Q3 2016 Caseloads:

Received=298, Closed=297

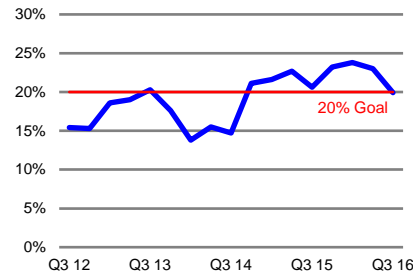
Pending over 250 days=99

Closed within 250 days=270

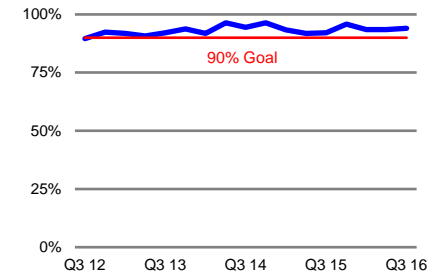


Age of Pending Caseload

(percent of cases pending over one year)



Percent Closed in 250 Business Days



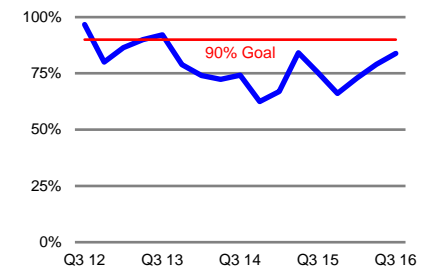
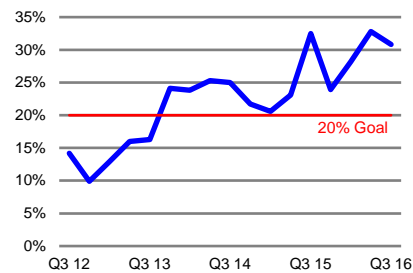
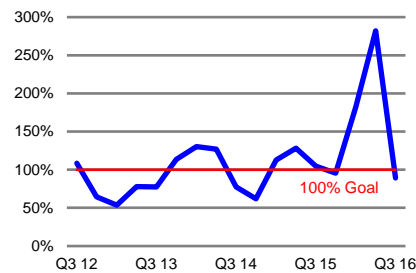
Dentistry - In Q3 2016, the clearance rate was 89%, the Pending Caseload older than 250 business days was 31% and the percent closed within 250 business days was 84%.

Q3 2016 Caseloads:

Received=74, Closed=66

Pending over 250 days=60

Closed within 250 days=52



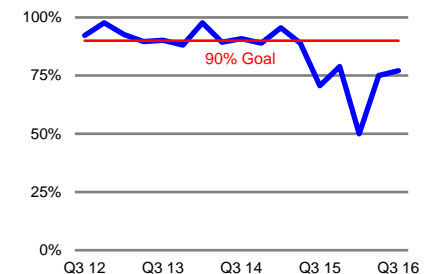
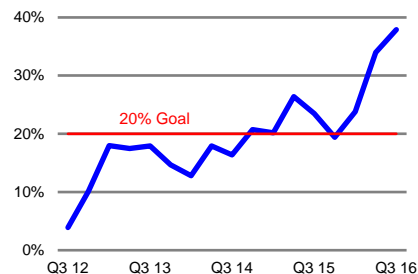
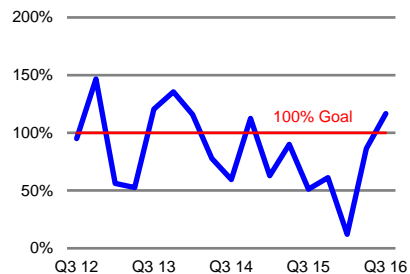
Pharmacy - In Q3 2016, the clearance rate was 117%, the Pending Caseload older than 250 business days was 38% and the percent closed within 250 business days was 77%.

Q3 2016 Caseloads:

Received=30, Closed=35

Pending over 250 days=58

Closed within 250 days=27



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Veterinary Medicine - In Q3 2016, the clearance rate was 100%, the Pending Caseload older than 250 business days was 18% and the percent closed within 250 business days was 69%.

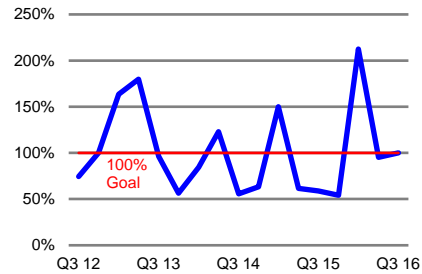
Q3 2016 Caseloads:

Received=37, Closed=37

Pending over 250 days=24

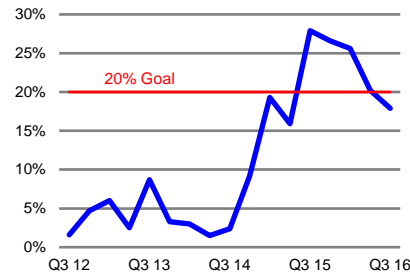
Closed within 250 days=24

Clearance Rate

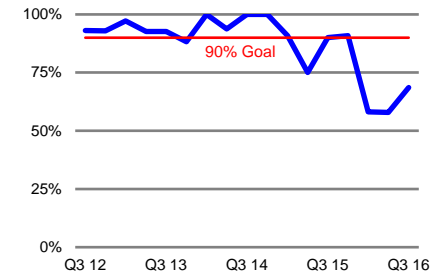


Age of Pending Caseload

(percent of cases pending over one year)



Percent Closed in 250 Business Days



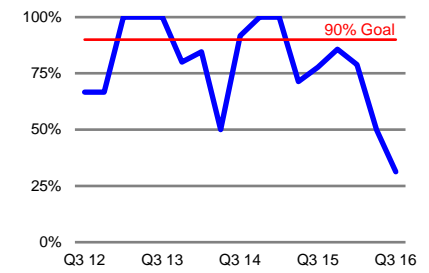
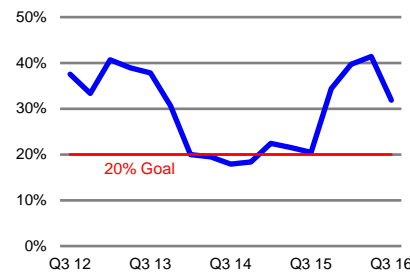
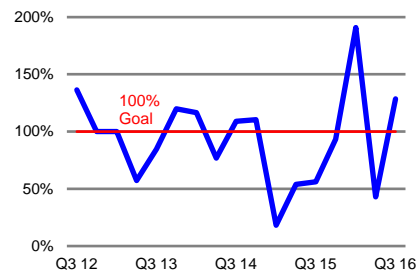
Counseling - In Q3 2016, the clearance rate was 129%, the Pending Caseload older than 250 business days was 32% and the percent closed within 250 business days was 31%.

Q3 2016 Caseloads:

Received=14, Closed=18

Pending over 250 days=22

Closed within 250 days=5



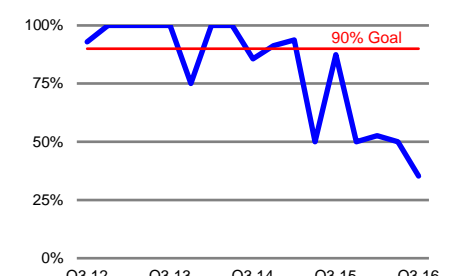
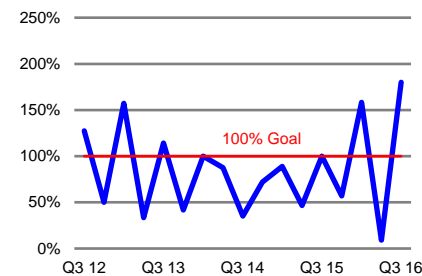
Social Work - In Q3 2016, the clearance rate was 180%, the Pending Caseload older than 250 business days was 47% and the percent closed within 250 business days was 35%.

Q3 2016 Caseloads:

Received=10, Closed=18

Pending over 250 days=43

Closed within 250 days=6



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate

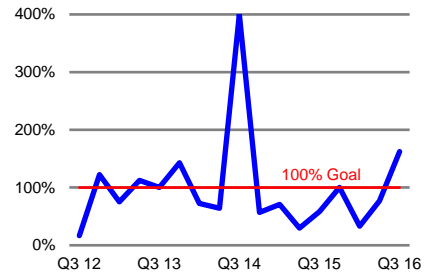
Psychology - In Q3 2016, the clearance rate was 163%, the Pending Caseload older than 250 business days was 37% and the percent closed within 250 business days was 29%.

Q3 2016 Caseloads:

Received=16, Closed=26

Pending over 250 days=22

Closed within 250 days=7

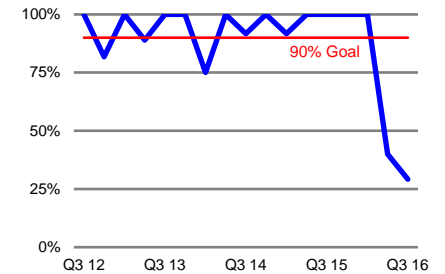


Age of Pending Caseload

(percent of cases pending over one year)



Percent Closed in 250 Business Days



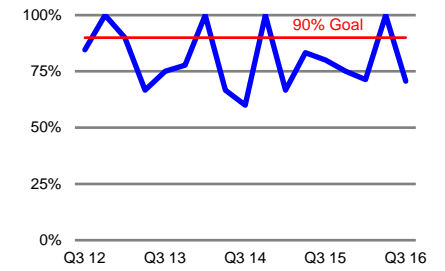
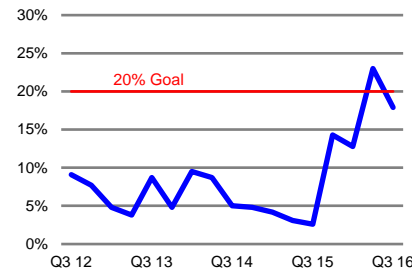
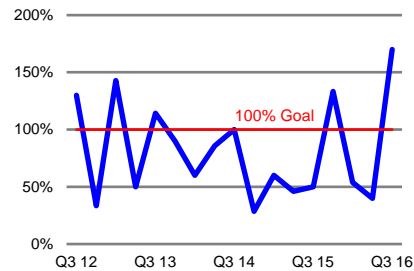
Long-Term Care - In Q3 2016, the clearance rate was 170%, the Pending Caseload older than 250 business days was 18% and the percent closed within 250 business days was 71%.

Q3 2016 Caseloads:

Received=10, Closed=17

Pending over 250 days=7

Closed within 250 days=12



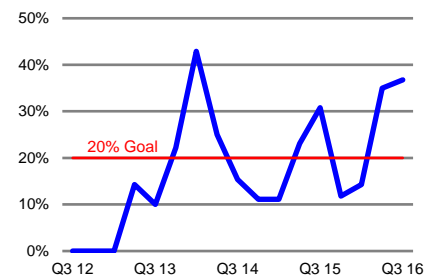
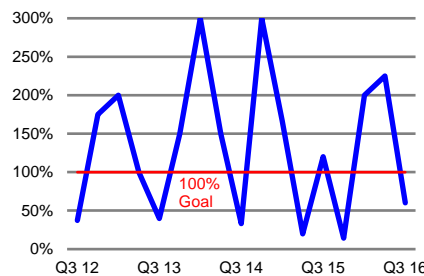
Optometry - In Q3 2016, the clearance rate was 60%, the Pending Caseload older than 250 business days was 37% and the percent closed within 250 business days was 100%.

Q3 2016 Caseloads:

Received=5, Closed=3

Pending over 250 days=7

Closed within 250 days=3



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

Clearance Rate

Physical Therapy - In Q3 2016, the clearance rate was 56%, the Pending Caseload older than 250 business days was 20% and the percent closed within 250 business days was 100%.

Q3 2016 Caseloads:

Received=9, Closed=5

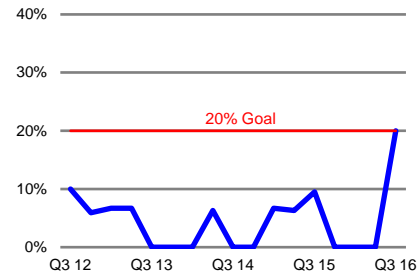
Pending over 250 days=5

Closed within 250 days=5

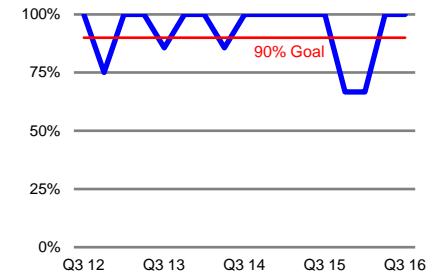


Age of Pending Caseload

(percent of cases pending over one year)



Percent Closed in 250 Business Days



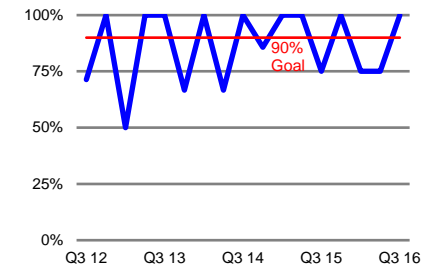
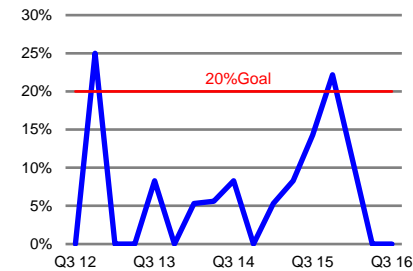
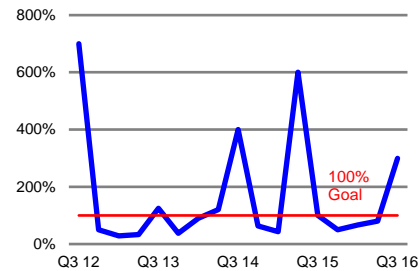
Funeral - In Q3 2016, the clearance rate was 300%, the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.

Q3 2016 Caseloads:

Received=2, Closed=6

Pending over 250 days=0

Closed within 250 days=6



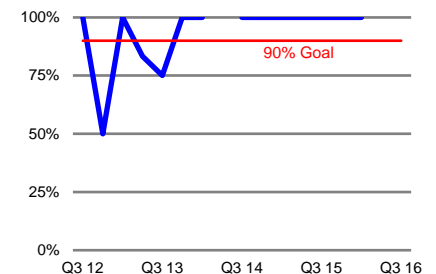
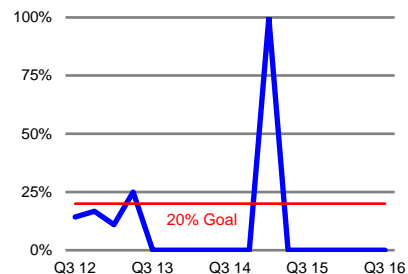
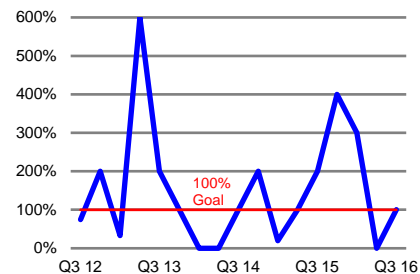
Audiology - In Q3 2016, the clearance rate was 100% the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was 100%.

Q3 2016 Caseloads:

Received=1, Closed=1

Pending over 250 days=0

Closed within 250 days=1



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.